

## **Grievance Procedure and Complaints Policy**

### **1. Policy Statement**

Charlton Premier Skills is committed to providing a fair, transparent and accessible process for resolving grievances and complaints from staff, volunteers, participants, parents/carers and other stakeholders. We aim to resolve concerns promptly, impartially and with sensitivity to all parties involved.

### **2. Scope**

This policy covers:

- Staff and volunteer grievances
- Complaints from participants/parents/carers about our services
- Concerns raised by partners or members of the public

### **3. Principles**

All grievances and complaints will be handled according to these principles:

- **Fairness:** All parties will be treated equally
- **Confidentiality:** Information will be shared only with those who need to know
- **Timeliness:** We aim to resolve issues as quickly as possible
- **Transparency:** Clear processes will be followed at all stages
- **Non-retaliation:** No one will face negative consequences for raising a concern in good faith

### **4. Grievance Procedure (Staff/Volunteers)**

#### **Informal Stage**

1. The staff member/volunteer should first discuss their concern informally with their line manager
2. The manager will listen and attempt to resolve the issue within 5 working days

#### **Formal Stage**

If unresolved, the employee may submit a formal written grievance to the [Programme Director] within 10 working days, including:

- Nature of the grievance
- Relevant facts/dates
- Desired outcome

#### **Formal Process**

1. An investigation will be conducted by an impartial manager within 10 working days
2. A grievance meeting will be held where the employee can present their case
3. A written decision will be provided within 5 working days of the meeting
4. If unsatisfied, the employee may appeal to the [Trustee Chair] within 10 working days

## **5. Complaints Procedure (Participants/Parents/Carers)**

### **Stage 1: Informal Resolution**

1. Raise the concern directly with the staff member involved or the [Programme Coordinator]
2. We aim to resolve informal complaints within 5 working days

### **Stage 2: Formal Complaint**

If unresolved, submit a formal complaint in writing to the [Safeguarding Lead] including:

- Details of the complaint
- Any supporting evidence
- Desired resolution

### **Formal Process**

1. Acknowledgement within 3 working days
2. Investigation by an impartial officer within 10 working days
3. Written response with findings and proposed actions
4. If unsatisfied, appeal to the [Trustee Board] within 14 days

## **6. External Escalation**

If a complaint remains unresolved after internal processes, complainants may contact:

- [Relevant Ombudsman service]
- [Charity Commission] (for governance issues)
- [Local Authority Safeguarding Team] (for child protection concerns)

## **7. Record Keeping**

All grievances and complaints will be:

- Recorded confidentially
- Stored securely for 6 years (or longer for safeguarding matters)
- Used to improve our services through annual review

## **8. Monitoring & Review**

This policy will be reviewed annually by the Trustee Board. Complaint statistics will be analysed to identify trends and improve services.

### **Contact for Complaints:**

Programmes

Programmes@charltonpremierskills.org.uk

07908174875

### **Approved by:**

Dennis Ssemwogerere

Director of Programmes

Charlton Premier Skills  
19/04/2025

**Related Policies:**

- Safeguarding Policy
- Whistleblowing Policy
- Equal Opportunities Policy

*We value your feedback as it helps us improve our services for all participants.*